

**DILLARD**  

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**UNIVERSITY**

**CENTER FOR CAREER &  
PROFESSIONAL  
DEVELOPMENT**

# Polices & Procedures

Updated 07/2022

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## **INTRODUCTION**

The Center for Career and Professional Development is ready to assist students through individual appointments with questions or concerns about career opportunities. Our desire is to guide members of Dillard University community in establishing their career objectives through comprehensive programs that provide opportunities for individuals to learn tactics useful in reaching their desired career. As catalysts the Center for Career and Professional Development Staff assist students with developing interviewing skills, job search strategies, resume and letters preparation.

This publication, intended for students, employers, and Career Center employees, is a reference document. Its information and guidelines will help ensure that a student seeking employment on or off campus will receive fair and equal treatment by providing students and employers with current employment policies, roles and responsibilities.

## **DIRECTOR'S MESSAGE**

The Center for Career and Professional Development offers services to assist students in developing meaningful career goals. Whether they plan for employment or graduate schools, our staff provides coaching and information that will enable them to prepare for life beyond Dillard University.

The Center for Career and Professional Development is committed to helping prepare students to make a smooth transition from studying students to working employees. We provide professional development coaching and advice that will enable our students to have a competitive edge in the global marketplace. Even in the best job market, graduates will have to compete for good jobs. When the job market is soft, graduates will have to compete for every job. Which is why it is critically important to know how to get the job you want? Our objectives at the Center for Career and Professional Development is to begin the professional development process during student's freshman year and continue to enhance their career development with internship and coop experiences during their sophomore and junior years. By the time students become seniors, they will have the skill sets and experience to effectively compete for the top jobs in business and industry.

We also conduct career fairs and information sessions for companies to engage students on campus provide information regarding career opportunities and recruit our students.

For those students interested in graduate school, the Center for Career and Professional Development provides a graduate and professional schools day where schools from across the United States and beyond visit campus to recruit and share information about graduate programs.

Finally, our staff stands ready to assist students on a one-on-one basis. We invite all students and alumni to register with the Center for Career and Professional Development and fully utilize our programs and services throughout their education process.

# **CAREER CENTER**

## **Mission Statement**

The Center for Career and Professional Development is committed to provide Dillard University stakeholders (student, faculty, staff and alumni) comprehensive career and professional development programmatic services that enhance student's core competencies and improves graduate employability for the global marketplace.

## **Core Values**

The Center for Career and Professional Development is committed to ensuring equitable and inclusive career and professional development services for students and alumni that are transformational, engaging and educational in nature to prepare students for a rewarding career.

**The Center for Career and Professional Development** is in the Student Union, 2nd floor, Rm 260. We are open Monday through Friday from 8:30a.m. to 5:00 p.m.

## **Goals**

- Educate students and foster life-long learning and social responsibility.
- Sustain a high quality and innovative teaching and learning environment grounded in intellectual discovery and community service.
- Enhance the rigor and relevance of existing programs while developing new programs to meet the evolving needs of students.
- Expand collaborative partnerships with businesses and industries, government and non-profit agencies, educational institutions and other organizations.
- Increase the Center for Career and Professional Development participation and presence locally, nationally and internationally to enhance the University's image and impact.
- To enhance Technology.

## **Objectives**

- To continuously measure the level of satisfaction for the services and programs provided to the college community.
- To offer effective educational programs that complements and enhances classroom studies and encourages compassion and respect.
- To effectively communicate and positively reinforce our success in programs and services to the college community.

- To develop meaningful interdepartmental/divisional relationships that allows us to effectively utilize resources and provide the best possible services to the college community.
- To continuously improve departmental procedures and policies that result in the best use of resources and optimize satisfaction of services provided to the college community.

## **STAFF DESCRIPTIONS & RESPONSIBILITIES**

### **Director**

The Director of the Center for Career and Professional Development has a very diverse and broad-based role to ensure that programs and services are current and focused on the professional development of students. Our services provide a holistic approach to professional development and strive for total development of each student. These services are designed to guide the career planning and development of students throughout their undergraduate years and beyond.

The Director sets the strategic direction for the Center of Career and Professional Development based on the overall University goals as well as the Division of Student Success goals and objectives. The staff members prepare and execute tactical plans as they are derived from the overall strategic objective.

### **Program Coordinator**

Under the supervision of the Director, responsibilities include providing career and professional development programmatic services that support student and alumni success by enhancing the student experience in planning career goals/pathways either by internships, graduate school options and/or full-time job opportunities. Career Development programming includes seminars, workshops, classroom presentations, special recruitment events (i.e. Career Expo, Graduate and Professional Schools Fair, Internship Fair), and On-campus recruitment events.

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This position will manage departmental and institutional internship postings and distribute information to students. Coordinate student usage and maintenance of technologies associated with career development and planning, social media, department email system, manage the Bleu Pride Guide student employment database system, Center for Career and Professional Development Peer Coaches and the daily operation of the SWAG Closet (A space for students to freely shop for donated clothing items).

## CAREER CENTER STAFF DIRECTORY

### **Ms. Dwanna Toney, MS**

Director

504-816-4222

[dtoney@dillard.edu](mailto:dtoney@dillard.edu)

### **Mr. Caleb Roberson, M.Ed**

Program Coordinator

504-816-4079

[croberso@dillard.edu](mailto:croberso@dillard.edu)

## CCFACTS

### **Services Offered:**

- Career Coaching
  - Coaching includes individualized assistance and/or workshops on the following topics:
- Resume and Cover Letter
- Behavioral and traditional interviewing on and off campus
- Dressing for interviews, office visits and work
- Business etiquette
- Salary negotiation
- Decision making
- Job Search techniques
- Individual problems or challenges relating to job search or employment
- Telephone etiquette

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We also provide these additional services:

- On-campus interviews
- Alumni services
- Practice interviews
- Names of company contacts (for networking purposes)
- Meetings with recruiters
- Job Fairs

- Graduate and Professional Schools Fairs
- Salary information specific to graduates from your major areas
- Computerized information specific to graduates from major areas

## ELIGIBILITY CRITERIA FOR USE OF THE CAREER CENTER WITH REGARD TO ALL TYPES OF EMPLOYMENT

Types of Employment Opportunities for Dillard University Students Include:

- Summer Employment
- Internships
- Co-ops
- Permanent/Part-Time Employment
- On-campus Employment

Students ineligible to use the Career Center Services are those who:

- Have terminated their student-status without graduating.
- Are barred or disqualified from student status.

### International Students

The Career Center provides services to international students consistent with U.S. immigration laws.

## **Alumni**

Dillard University Alumni may use all the Center for Career and Professional Development's services. Alumni eligibility for on-campus interviews is determined on an individual basis, by such factors as company requirements, company requests, and available time slots on open schedules.

## **EEOC Compliance**

Dillard University Center for Career and Professional Development professionals will maintain EEOC compliance and follow affirmative action principles in career services activities in a manner that includes the following:

- Referring all interested students for employment opportunities without regard to race, color, national origin, religion, age, gender, sexual orientation, or disability, and providing reasonable accommodations upon request;
- Notifying employing organizations of any selection procedures that appear to have an adverse impact based upon the student's race, color, national origin, religion, age, gender, sexual orientation, or disability;
- Assisting recruiters in accessing certain groups on campus to provide a more inclusive applicant pool;
- Informing all students about employment opportunities, with particular emphasis on those employment opportunities in occupational areas where certain groups of students are underrepresented; and
- Developing awareness of, an sensitivity to, cultural differences and the diversity of students, and providing responsive services.

## **ON-CAMPUS RECRUITING**

On-campus interviews enable students and alumni that are registered with the Center for Career and Professional Development to interview at the Career Center office with local, national and global employers for career opportunities and internships.

## **Policies & Procedures**

Employers expect a full interview schedule with candidates that are punctual and dressed professionally when they visit Dillard University. To ensure that employers expectations are fully met, if not exceeded, policies have been established regarding submitting your resume, cancellation of appointments and being present at interview appointments.

There are four policies that you should understand and must comply with in order to participate in On-Campus Recruiting. If you have any questions or need

clarification on these policies, please contact the Center for Career and Professional Development at 504-816-4222.

### **Resume Submission Policy**

- Submitting your resume to a company is viewed as an expressed commitment on your part to interview with that company if you are selected.
- Once you are selected, you are expected to sign up for a time.

### **Interview Cancellation Policy**

**You must personally contact the Career Center at least two (2) business days BEFORE the scheduled interview to cancel your interview.** Failure to comply with the interview cancellation policy will result in immediate loss of interviewing privileges and resume referrals.

### **Interview No-Show Policy**

- Failure to show up for an interview will result in immediate loss of interviewing privileges and resume referrals for an undetermined amount of time.
- To request re-instatement of privileges, you must call the Director of the Center for Career and Professional Development at (504) 816-4222 to do so.

## **Mock Interview Policy**

Mock Interview Events, in which employers volunteer their time to interview and provide students with constructive feedback are considered an on-campus interview schedule. Therefore, all on-campus interviewing policies and procedures apply.

The success of the on-campus recruiting program depends on everyone doing their part to showcase Dillard University as a source of bright enthusiastic and reliable candidates!

### **PLEASE NOTE:**

1. You must have an approved resume on file in order to participate in On-campus recruiting.
2. When you submit your resume in the Bleu Pride Guide powered by Handshake, it will be placed in a holding bin for the CCPD staff to review.
3. Contact CCPD for the procedures to submit a resume in the Bleu Pride Guide powered by Handshake Career Management System.

## **Student Obligations**

Students have certain obligations in the recruitment process, as listed below.

**1. Provide accurate information about your academic work and records, including courses taken, grades, positions held, and duties performed.** You can, however, refuse to provide an employer with specific information about any job offers you may have received from other employers. You do not have to name the organizations that have made you offers, nor do you have to provide specific information about what salaries you've discussed with those organizations. Instead, you can give broad responses to such questions, naming types of employers – "I've interviewed with employers in the Accounting industry" – and offering salary ranges rather than specific dollar amounts- "The salary offers I've received have been in the \$45k-\$50k range." Incidentally, it's in your best interest to research salaries and to let employers know that you have done so.

## **2. Interview genuinely**

That means interviewing only with employers you are sincerely interested in working for and whose eligibility requirements you meet. "Practice" interviewing is misleading to employers – wasting both their time and money-presents sincerely interested candidates from using those interviewing slots.

Each company determines its hiring needs and requirements (major, degree, graduation date and citizenship). Those requirements are advertised to students. Students must meet all the requirements set by the company in order to submit resumes and cover letters. Students not meeting all requirements, who feel that they are qualified, are encouraged to submit their resumes to the respective career coach so that he/she may place that student on the standby list.

## **3. Adhere to schedules**

Appear for all interviews, on campus and elsewhere, unless unforeseeable events prevent you from doing so. And, if you can't make the interview because of an unforeseeable event, send written notification to your assigned career coach.

**Please refer to the Interview Cancellation Policy for further clarification.**

## **4. Don't keep employers hanging.**

Communicate your acceptance or refusal of a job offer to employers as promptly as possible, so they can notify other candidates that they are still being considered or that position is filled.

## **5. Accept a job offer in good faith.**

When you accept an offer, you should have every intention of honoring that commitment. Accepting an offer only as a precautionary measure is misleading to the employer and may restrict opportunities for others who are genuinely interested in that employer.

Reneging on an acceptance is unethical and unprofessional and reflects poorly on the reputation of Dillard University.

6. Claim fair reimbursement.

If an employer has agreed to reimburse you for expenses you incur in its recruitment process, your request should be only for reasonable and legitimate expenses.

7. Obtain the career information you need to make an informed choice about your future.

It's up to you to acquire the information about career opportunities, organizations, and any other information that might influence your decisions about an employing organization.

"HELPFUL TIPS FOR MAKING YOUR  
INTERNSHIP AN EXPERIENCE YOU WILL NEVER  
FORGET,...

Stay in contact with your Career Coach, Director or Assistant Director of the Center for Career and Professional Development. Call one of these individuals at least once a month to provide updates.

Secure Accommodations. Please remember that most students will be responsible for: Establishing their own living arrangements. In securing accommodations, make sure the place is affordable, clean, safe, and accessible to public transportation. You may also want to consider a place that has free parking available to avoid costly parking fees.

Use accommodations properly. After securing accommodations, make sure that you do not damage any items within the residence. Do not participate in any activity that may result in law enforcement involvement.

Behavior off the job during the internship period. Your behavior off-the-job is very important. Business and corporations look at and evaluate you on this behavior because it is a reflection of your character. Your behavior also reflects on Dillard University. The places you go and the people with whom you associate are indicators of your judgement. For example, even if you call a taxi after having consumed too much alcohol, supervisors and coworkers are still likely to conclude that you have poor judgement and inadequate discipline. These conclusions will be very damaging to any potential future job considerations. Remember to avoid places and people that may reflect negatively on your character or judgement.

**Complete a planning document at the beginning of the internship. Determine and set realistic goals.**

Improve and clarify your goals by asking:

- a. Is the goal measurable?
- b. Is the goal achievable?

**Determine an action plan to monitor and evaluate your progress.** Measuring your effectiveness during the internship experience is ongoing. Frequently evaluate whether your personal and professional goals are being accomplished.

**Develop a plan to track effectiveness.** In order for you to complete the internship experience in the most effective and professional manner, information about your progress and supervisor exactly what skills, strategies and areas of improvement exist.

**Obtain supervisor's input.** Your supervisor's feedback can be an effective benchmark for evaluating past performance and making decisions about your future efforts. Every few weeks ask your supervisor to assess our progress.

### **The Center for Career and Professional Development Senior Clearance Policy**

The Board of Trustees, Cabinet, Director of CCPD and Vice President of Student Success set and approve the standard and benchmarks for senior clearance through the Center for Career and Professional Development. The following benchmarks were approved for academic year 2019-20:

1. Complete two (2) Life After Dillard Events
  - a. Life after Dillard events are career centered activities offered by CCPD.
  - b. Campus partners can complete a LAD electronic form to have their activity approved as a LAD activity.
2. An approved resume
  - a. Resumes must be reviewed and approved by a CCPD staff member.
3. Register and complete a profile in our Bleu Pride Guide powered by Handshake Career Management System.
4. Complete the NACE First Destination Survey and CCPD Senior Survey

## **EXEMPTION FOR CCPD SENIOR CLEARANCE**

1. Present a graduate and/or professional school letter of acceptance.
2. Present an offer and/or acceptance letter from an employer.
3. Provide medical documentation to support inability to accept employment based on medical reasons.

## **SPECIAL EVENTS**

The Center for Career and Professional Development focuses on providing services, which inform and motivate students with selecting career choices and alternatives. In order to assist students in making their selections, various activities have been placed for this academic year. Specifically, CCPD has coordinated three informative **Special Events**.

### **Graduate and Professional Schools**

#### **Fair**

Representatives from graduate and professional schools are invited to share information and recruit students who are interested in advanced degrees. This event is held annually in October.

#### **Afternoon w/ an Employer Series**

CCPD invites employers from various industries on campus to engage students in an informal setting to share information about their company, requirements for employment, strategies students should employ for obtaining employment and answer general questions from students about the global marketplace.

#### **Internship & Part time Job Fair**

The Center for Career and Professional Developments invites employers with internship and part time job opportunities on campus to share information, recruit and interview students from all majors and classifications for possible employment opportunities. This is an annual event held in the spring.